

## ***DC. Office on Aging (BY0)***

### **Program 1: In-home and Continuing Care**

*Manager(s):* Roxanne Ando, Program and Grants Manager

*Supervisor(s):* Clarence Brown, Ph.D., Executive Director

### **Program Result:** *Exceeded Expectations*

The DC Office on Aging (DCOA) exceeded expectations for the In-home and Continuing Care program.

Measure 1.1: Percent of homemaker and day care participants who remain in their homes for one year or more

	<b>FY 2004</b>	<b>FY 2005</b>	<b>FY 2006</b>	<b>FY 2007</b>	<b>FY 2008</b>
Target	60	65	65	65	65
Actual	72	71.48	90.8	61.81	-

Measure 1.2: Percent change in the number of participants enrolled in the Caregiver Institute in the fiscal year

	<b>FY 2004</b>	<b>FY 2005</b>	<b>FY 2006</b>	<b>FY 2007</b>	<b>FY 2008</b>
Target	25	25	N/A	N/A	25
Actual	25	84.5	67.2	23.71	-

Note: In FY 2006 the measure was changed from the percentage of participants enrolled for one year to the percentage change in participants enrolled.

Measure 1.3: Percent of persons requesting a nutritious mid-day meal who receive a meal

	<b>FY 2004</b>	<b>FY 2005</b>	<b>FY 2006</b>	<b>FY 2007</b>	<b>FY 2008</b>
Target	N/A	90	90	90	95
Actual	N/A	99.92	99.9	99.93	-

### **Program 2: Community Based Support**

*Manager(s):* Roxanne Ando, Program and Grants Manager

*Supervisor(s):* Clarence Brown, Ph.D., Executive Director

### **Program Result:** *Significantly Exceeded Expectations*

DC Office on Aging significantly exceeded expectations for the Community Based Support Program. Results for all five of the program's measures significantly surpassed their targets.

Measure 2.1: Percent of Wellness Center participants who increase their awareness and adopt healthy behaviors as indicated by improvements in their overall fitness levels

	<b>FY 2004</b>	<b>FY 2005</b>	<b>FY 2006</b>	<b>FY 2007</b>	<b>FY 2008</b>
Target	30	35	35	40	45
Actual	61	65.57	86.5	85.25	-

Measure 2.2: Percent of elder rights assistance calls responded to within two days

	<b>FY 2004</b>	<b>FY 2005</b>	<b>FY 2006</b>	<b>FY 2007</b>	<b>FY 2008</b>
Target	70	75	75	75	80
Actual	92.7	93.95	90.7	87.07	-

Measure 2.3:	Percent of resolved complaints in the elder rights assistance activity				
	<b>FY 2004</b>	<b>FY 2005</b>	<b>FY 2006</b>	<b>FY 2007</b>	<b>FY 2008</b>
Target	70	75	75	75	80
Actual	90	94.12	96.6	88.24	-

Measure 2.4:	Percent of community services participants who report that they were able to maintain an active and independent life style				
	<b>FY 2004</b>	<b>FY 2005</b>	<b>FY 2006</b>	<b>FY 2007</b>	<b>FY 2008</b>
Target	70	75	80	80	85
Actual	78.3	93.68	95.8	97.12	-

Measure 2.5:	Percent of supportive residential facility clients reporting that care received meets their needs				
	<b>FY 2004</b>	<b>FY 2005</b>	<b>FY 2006</b>	<b>FY 2007</b>	<b>FY 2008</b>
Target	75	80	80	80	85
Actual	89.5	100	86.7	95.24	-

**Program 3: Consumer Information, Assistance and Outreach**

*Manager(s):* Bette Reeves, Customer Services/Community Relations Manager

*Supervisor(s):* Clarence Brown, Ph.D., Executive Director

**Program Result:** *Significantly Exceeded Expectations*

DC Office on Aging significantly exceeded expectations for the Consumer Information, Assistance and Outreach Program. Results for all four of this program's measures significantly surpassed their targets.

Measure 3.1:	Percent of people who seek employment that are placed in jobs				
	<b>FY 2004</b>	<b>FY 2005</b>	<b>FY 2006</b>	<b>FY 2007</b>	<b>FY 2008</b>
Target	35	40	40	40	40
Actual	46	39.85	46.5	52.88	-

Measure 3.2:	Percent of persons responding to a survey that were connected to appropriate resources				
	<b>FY 2004</b>	<b>FY 2005</b>	<b>FY 2006</b>	<b>FY 2007</b>	<b>FY 2008</b>
Target	75	80	85	85	90
Actual	100	100	97.1	92.75	-

Measure 3.3:	Percent of survey respondents that respond favorably to an attended special event reporting that they increased their awareness of aging issues, that the social contact was beneficial, and that they had a positive image of aging as a result				
	<b>FY 2004</b>	<b>FY 2005</b>	<b>FY 2006</b>	<b>FY 2007</b>	<b>FY 2008</b>
Target	75	80	83	85	90
Actual	82	95.41	93.6	92.77	-

Measure 3.4:	Percent of training and education survey respondents submitting favorable training evaluations, indicating enhanced knowledge and increased skills about elderly issues				
	<b>FY 2004</b>	<b>FY 2005</b>	<b>FY 2006</b>	<b>FY 2007</b>	<b>FY 2008</b>
Target	60	65	80	90	90
Actual	94	90.38	93.9	97.04	-

**Program 4: Agency Management**

*Manager(s):* Cynthia Simmons, Chief of Staff; Sam Gawad, Compliance and Administration Manager; Sherlyn Taylor, Program and Grants Administrator

*Supervisor(s):* Clarence Brown, Ph.D., Executive Director

**Program Result:** *No Rating*

No Agency Management Program rating has been assigned, because only one measure has data. This program will be expanded for FY08.

Measure 4.1:	Percent variance of estimate to actual expenditure (over/under)	<b>FY 2004</b>	<b>FY 2005</b>	<b>FY 2006</b>	<b>FY 2007</b>	<b>FY 2008</b>
	Target	5	5	5	5	N/A
	Actual	N/A	N/A	-	-	-
Measure 4.2:	Cost of Risk	<b>FY 2004</b>	<b>FY 2005</b>	<b>FY 2006</b>	<b>FY 2007</b>	<b>FY 2008</b>
	Target	N/A	N/A	N/A	N/A	N/A
	Actual	N/A	N/A	-	-	-
Measure 4.3:	Percent of the Mayor's Customer Service Standards Met	<b>FY 2004</b>	<b>FY 2005</b>	<b>FY 2006</b>	<b>FY 2007</b>	<b>FY 2008</b>
	Target	N/A	63	63	63	63
	Actual	N/A	96.3	100	-	-
Measure 4.4:	Percent of Key Result Measures Achieved	<b>FY 2004</b>	<b>FY 2005</b>	<b>FY 2006</b>	<b>FY 2007</b>	<b>FY 2008</b>
	Target	70	70	70	70	70
	Actual	100	100	100	90	-